

INFORMATION DISCLOSURE CITATION IN AN APPLICATION (PTO-1449)				ATTY. DOCKET NO. 1509-222		SERIAL NO. 09/977,494	
<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; padding: 10px; text-align: center; margin-right: 10px;"> O I P E JAN 17 2002 PATENT & TRADEMARK OFFICE </div> <div> COMMUNICATIONS SECTION </div> </div>				APPLICANT Lawrence WILCOCK <i>et al.</i>			
				FILING DATE October 16, 2001		GROUP 2631 2157	
U.S. PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
MMM	5,838,682	11/17/98	Dekelbaum <i>et al.</i>				
MMM	5,848,143	12/08/98	Andrews <i>et al.</i>				
MMM	5,884,032	03/16/99	Bateman <i>et al.</i>				
FOREIGN PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
MMM	0 820 028 A2	01/21/98	Europe				
MMM	0 829 996 A2	03/18/98	Europe				
MMM	0 838 770 A2	04/29/98	Europe				
MMM	2 320 843 A	07/01/98	United Kingdom				
MMM	WO 98/37687 A1	08/27/98	WIPO				
MMM	WO 99/26153 A2	05/27/99	WIPO				
MMM	2 342 529 A	04/12/00	United Kingdom				
MMM	WO 00/41118 A2	07/13/00	WIPO				
MMM	WO 00/58867 A1	10/05/00	WIPO				
MMM	WO 01/08061 A1	02/01/01	WIPO				
MMM	WO 01/28206 A1	04/19/01	WIPO				
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)							
MMM	Todd Neff, <i>The Multimedia Contact Center: Corporate Façade or Human Face</i> , April 10, 2000, pages 1-69						
MMM	Cobrow Homepage - www.cobrow.com , January 21, 2000						
EXAMINER M. Mefy				DATE CONSIDERED 1-16-2005			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.